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- 1 A method of gathering, processing, storing, and
displaying information concerning a complex business
5 situation comprising the steps of:
providing a graphical user interface for entering
data concerning said complex business situation;
refining said data in a predetermined, stepwise
manner through user interaction with said graphical user
10 interface;
generating, through said stepwise manner and said
graphical user interface, a list of effective actions for
addressing said complex business situation; and
storing said data in an indexed and normalized form
15 in a knowledge base adapted for structured query and
retrieval in performing said steps of refining and
generating.
2. A computer program product comprising computer
20 readable program code fixed on a computer readable medium
operable to receive, process, store, and display
information concerning a complex business situation
comprising:
computer readable program code for providing a
25 graphical user interface for entering data concerning said
complex business situation;
computer readable program code for refining said data
in a predetermined, stepwise manner through user
interaction with said graphical user interface;
30 computer readable program code for generating a list
of effective actions for addressing said complex business
situation through use of said computer readable program
code for refining said data; and
computer readable program code for storing said data
35 in an indexed and normalized form in a knowledge base
adapted for structured query and retrieval by said

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computer readable program code for refining said data and said computer readable program code for generating said list.

- 5 3. An apparatus for gathering, processing, storing, and displaying information concerning a complex business situation comprising:

10 a graphical display device operable to provide a graphical user interface for entering data concerning said complex business situation;

a digital input device for entering said data;

15 a first memory for storing said data for indexed retrieval;

20 a processor for refining said data stored in said first memory in a predetermined, stepwise manner through user interaction with said graphical user interface and said digital input device;

25 a second memory having a set of instructions operable by said processor to generate, through said stepwise manner and said graphical user interface, a list of effective actions for addressing said complex business situation; and

a third memory operable to store said entered data and said refined data in an indexed and normalized form in a knowledge base adapted for structured query and retrieval.